

Table 436 : Province: Municipality(GT485) - Schedule of Service Delivery Standards Table

Standard	Description	Service Level
<b>Solid Waste Removal</b>		
Premise based removal (Residential Frequency)		Weekly
Premise based removal (Business Frequency)		Weekly
Bulk Removal (Frequency)		Weekly
Removal Bags provided(Yes/No)		Yes (in areas without bins)
Garden refuse removal Included (Yes/No)		Yes (as part of domestic waste)
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		Once a week
How soon are public areas cleaned after events (24hours/48hours/longer)		24 Hours
Clearing of illegal dumping (24hours/48hours/longer)		Longer
Recycling or environmentally friendly practices(Yes/No)		Yes ( recycling)
Licenced landfill site(Yes/No)		Yes , Operating with temporary permit
<b>Water Service</b>		
Water Quality rating (Blue/Green/Brown/NO drop)		Blue drop 97%, Greendrop 68%
Is free water available to all? (All/only to the indigent consumers)		Only Indigent consumers
Frequency of meter reading? (per month, per year)		Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Three months
<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>		
One service connection affected (number of hours)		3 - 6 hours
Up to 5 service connection affected (number of hours)		6 - 9 HOURS
Up to 20 service connection affected (number of hours)		6 - 9 HOURS
Feeder pipe larger than 800mm (number of hours)		6 - 9 HOURS
What is the average minimum water flow in your municipality?		25 MEGA LITRES PER DAY
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		NO
How long does it take to replace faulty water meters? (days)		ONE DAY
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		NO
<b>Electricity Service</b>		
What is your electricity availability percentage on average per month?		100%
Do your municipality have a ripple control in place that is operational? (Yes/No)		NO
How much do you estimate is the cost saving in utilizing the ripple control system?		N/A
What is the frequency of meters being read? (per month, per year)		MONTHLY
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		TWO MONTHS
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		± 3 MONHS
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		IMMEDIATELY
Are accounts normally calculated on actual readings? (Yes/no)		YES
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		YES
How long does it take to replace faulty meters? (days)		24HRS

Standard	Description	Service Level
	Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	YES
	How effective is the action plan in curbing line losses? (Good/Bad)	AVERAGE
	How soon does the municipality provide a quotation to a customer upon a written request? (days)	7DAYS
	How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	14 WORKING DAYS
	How long does the municipality takes to provide electricity service for low voltage users where network extension is not required?	7 WORKING DAYS
	How long does the municipality takes to provide electricity service for high voltage users where network extension is not required?	14 WORKING DAYS
<b>Sewerage Service</b>		
	Are your purification system effective enough to put water back in to the system after purification?	yes
	To what extend do you subsidize your indigent consumers?	6 kl
	<b>How long does it take to restore sewerage breakages on average</b>	
	Severe overflow? (hours)	3- 6 hours
	Sewer blocked pipes: Large pipes? (Hours)	3 - 6 hours
	Sewer blocked pipes: Small pipes? (Hours)	2 hours
	Spillage clean-up? (hours)	4 - 8 hours dep on size
	Replacement of manhole covers? (Hours)	1 hours
<b>Road Infrastructure Services</b>		
	Time taken to repair a single pothole on a major road? (Hours)	Depending on the size of a pothole, can take ± 60 min
	Time taken to repair a single pothole on a minor road? (Hours)	Depending on the size of a pothole, can take ± 60 min
	Time taken to repair a road following an open trench service crossing? (Hours)	Depending on the size and the busy and safety of the road, ± 4 hours
	Time taken to repair walkways? (Hours)	Depending on the length and extend of the damaged, ± 60 min per m <sup>2</sup>
<b>Property valuations</b>		
	How long does it take on average from completion to the first account being issued? (one month/three months or longer)	Municipal Manager) 5 months before implementation
	Do you have any special rating properties? (Yes/No)	Yes (e.g Public Worship, Libraries etc)
<b>Financial Management</b>		
	Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
	Are the financial statement outsourced? (Yes/No)	No
	Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	Yes
	How long does it take for an Tax/Invoice to be paid from the date it has been received?	± 30 days
	Is there advance planning from SCM unit linking all departmental plans quaterly and annually including for the next two to three years procurement plans?	Yes
<b>Administration</b>		
	Reaction time on enquiries and requests?	± 10 WORKING DAYS
	Time to respond to a verbal customer enquiry or request? (working days)	± 5 WORKING DAYS
	Time to respond to a written customer enquiry or request? (working days)	± 10 WORKING DAYS
	Time to resolve a customer enquiry or request? (working days)	± 10 WORKING DAYS
	What percentage of calls are not answered? (5%,10% or more)	± 80%
	How long does it take to respond to voice mails? (hours)	N/A
	Does the municipality have control over locked enquiries? (Yes/No)	N/A
	Is there a reduction in the number of complaints or not? (Yes/No)	NO
	How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 DAY
	How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	MONTHLY

Standard	Description	Service Level
<b>Community safety and licensing services</b>		
	How long does it take to register a vehicle? (minutes)	20 MINUTES
	How long does it take to renew a vehicle license? (minutes)	10 MINUTES
	How long does it take to issue a duplicate registration certificate vehicle? (minutes)	25 MINUTES
	How long does it take to de-register a vehicle? (minutes)	30 MINUTES
	How long does it take to renew a drivers license? (minutes)	30 MINUTES
	What is the average reaction time of the fire service to an incident? (minutes)	N/A
	What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A
	What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A
<b>Economic development</b>		
	How many economic development projects does the municipality drive?	ONE (1)
	How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	Development of the LED Plan
	What percentage of the projects have created sustainable job security?	LESS THAN 5%
	Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	NO
<b>Other Service delivery and communication</b>		
	Is a information package handed to the new customer? (Yes/No)	NO
	Does the municipality have training or information sessions to inform the community? (Yes/No)	YES
	Are customers treated in a professional and humanly manner? (Yes/No)	YES